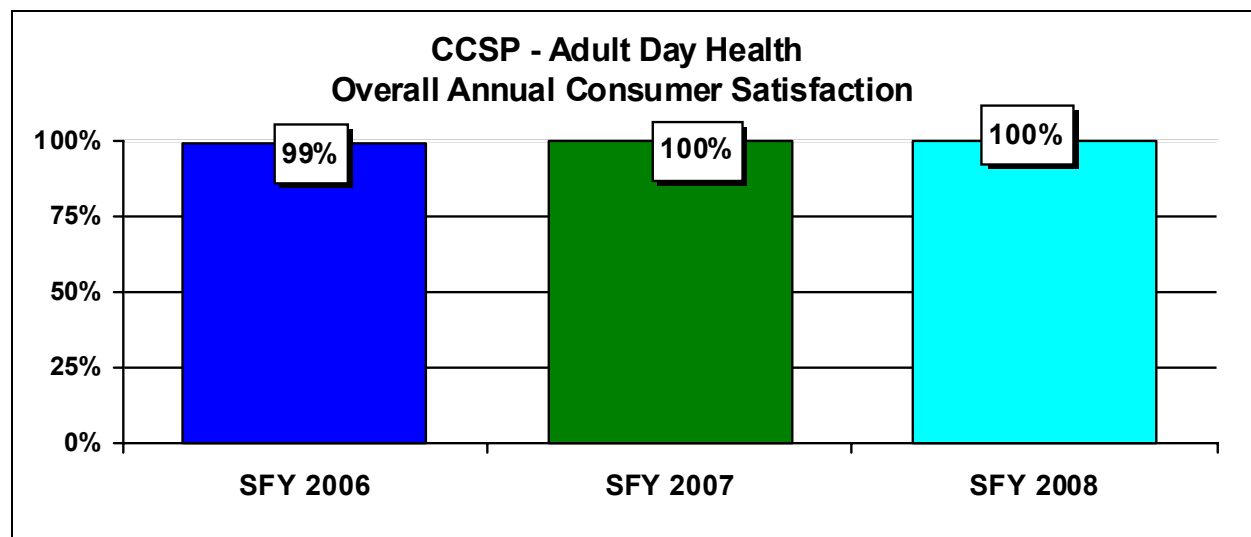


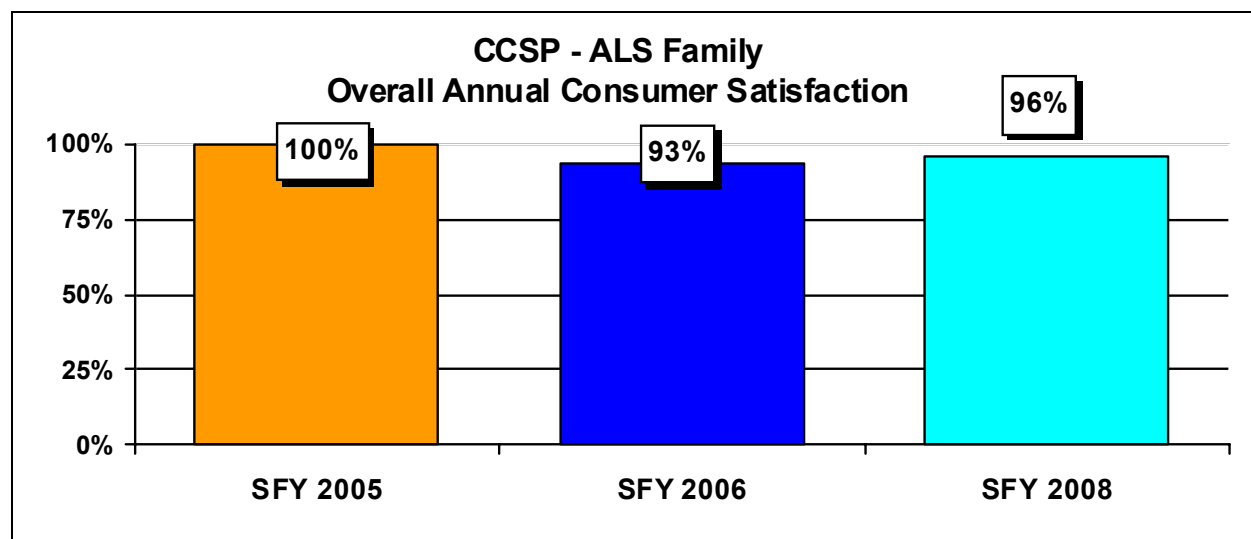
## **GEORGIA CONSUMER SATISFACTION COMPARISONS SFY 2009**

### **Community Care Services Program (CCSP)**

CCSP provides home and community based Medicaid services to nursing home eligible consumers. Georgia's CCSP is noted as one of the most cost effective Medicaid waiver programs when compared to similar Medicaid waiver programs in the Southeast.



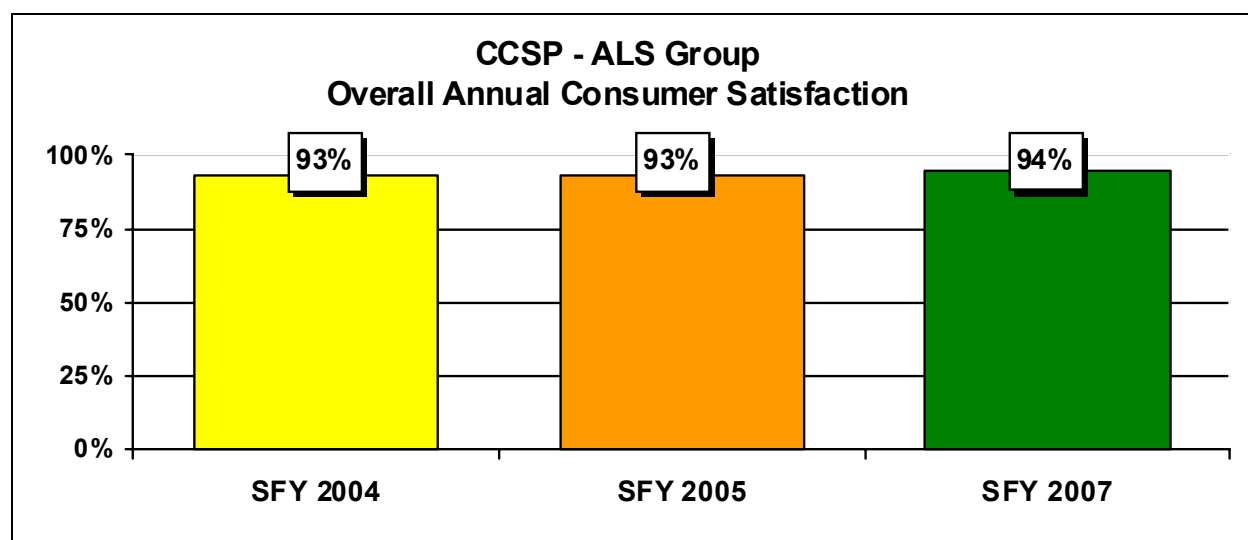
Provision of social, health and rehabilitative daytime services in a community-based, medically supervised, protective, congregate setting for functionally impaired individuals who are at risk for institutionalization. Includes nursing and medical social services, skilled therapies, assistance with the activities of daily living, therapeutic activities, food services, transportation, education of caregivers, emergency care and preventive and rehabilitative services.



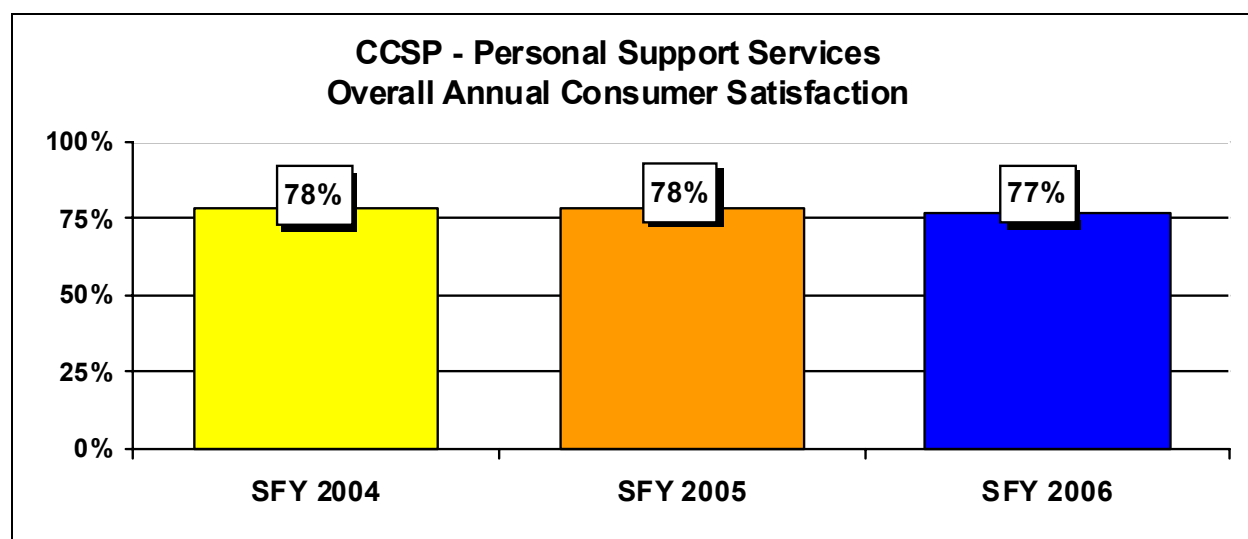
Provision of twenty-four hour supervision, medically-oriented personal care, periodic nursing supervision, and health related support services in a residential setting other than the consumer's home. The service is provided in state licensed personal care homes. The Family Model is licensed for 2 - 6 residents.

For more information please call 1-866-55-AGING

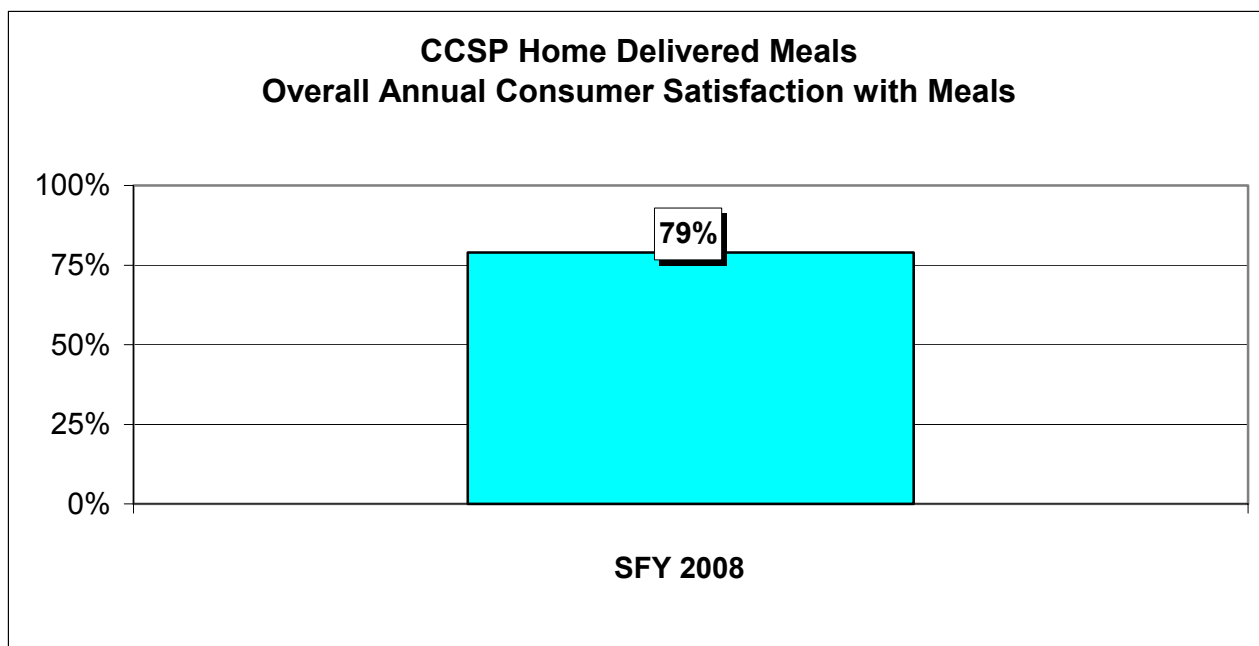
## **GEORGIA CONSUMER SATISFACTION COMPARISONS SFY 2009**



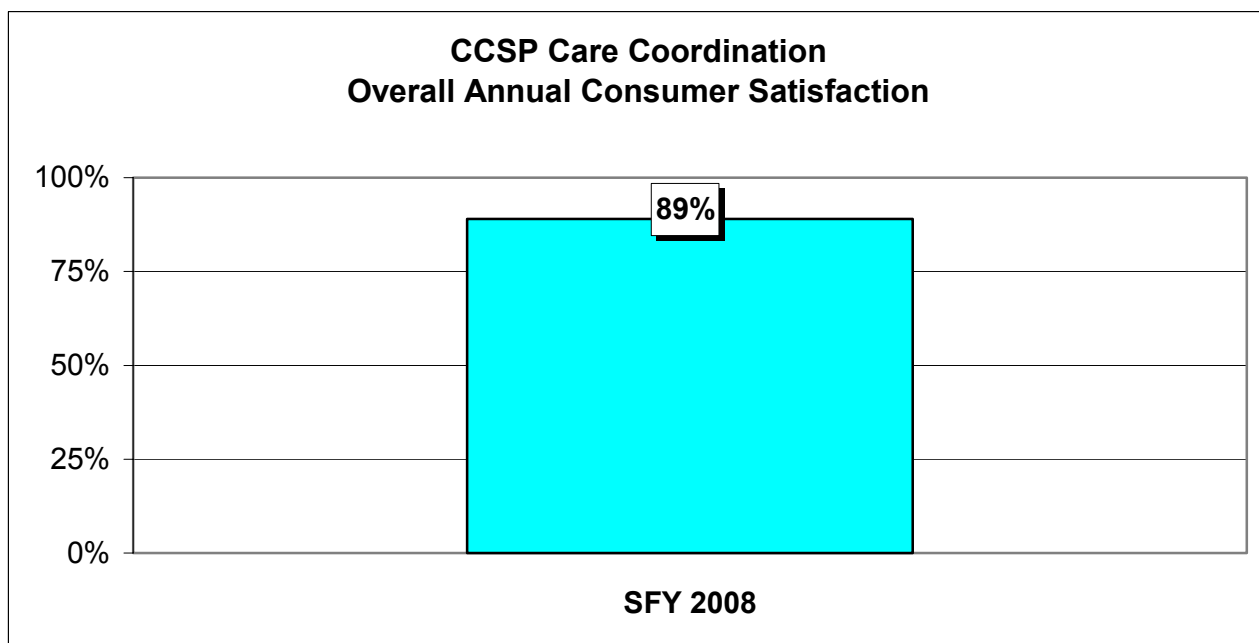
Provision of twenty-four hour supervision, medically-oriented personal care, periodic nursing supervision, and health related support services in a residential setting other than the consumer's home. The service is provided in state licensed personal care homes. The Group Model is licensed for 7 - 24 residents.



Provision of personal assistance, standby assistance, supervision or cues for functionally impaired persons with the inability to perform at least one Activity of Daily Living (ADL) and Instrumental Activities of Daily Living (IADLS). Tasks include: meal preparation, hygiene, nutrition, light housekeeping, shopping and other support services.



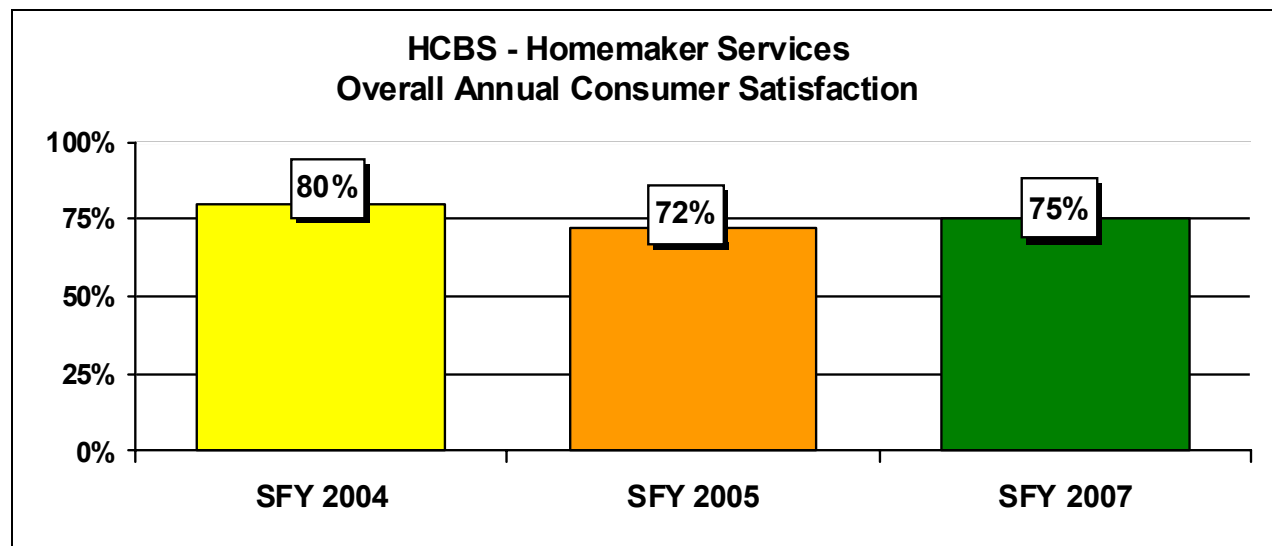
HDM ensures improved nutrition to enhance consumer health and well-being. Consumers may receive home delivered meals only in conjunction with another CCSP service.



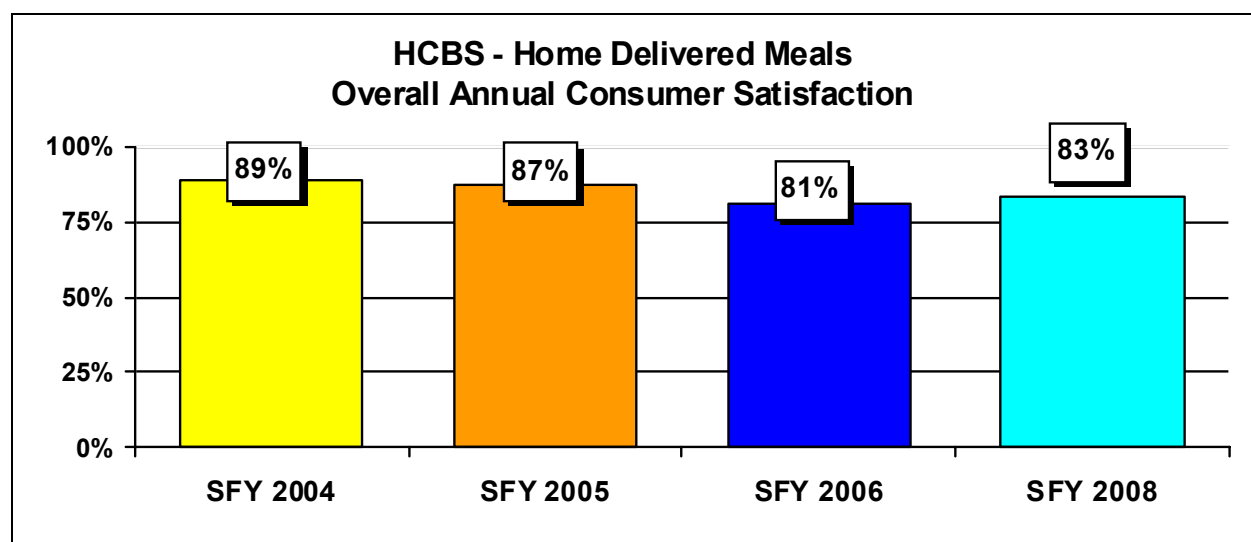
Care Coordination provides accurate, up-to-date information about community resources and support to CCSP consumers, their families, and their caregivers.

## **Home and Community Based Services**

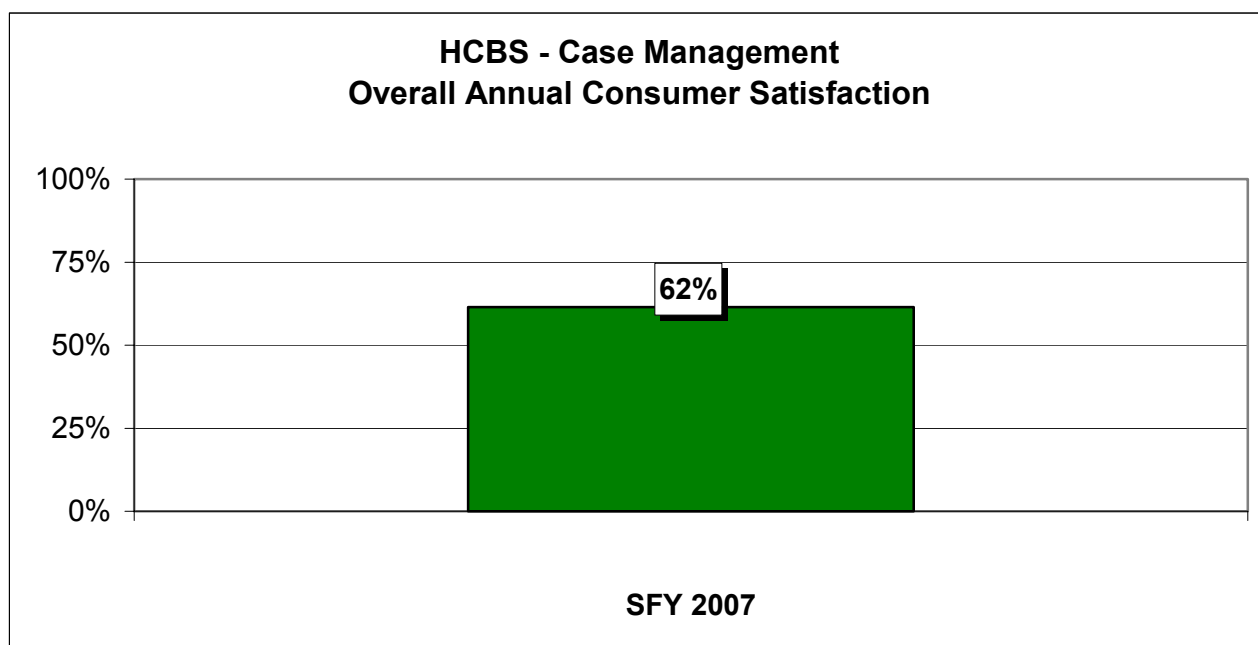
Home and Community Based Services (HCBS) provides 47 individual and group services to support and assist older Georgians in staying in their homes and communities. These services include Personal Care, Homemaker, Chore, Home Delivered Meals, Adult Day Care, Case Management, Congregate Meals, Nutrition Counseling, Assisted Transportation and other supportive services.



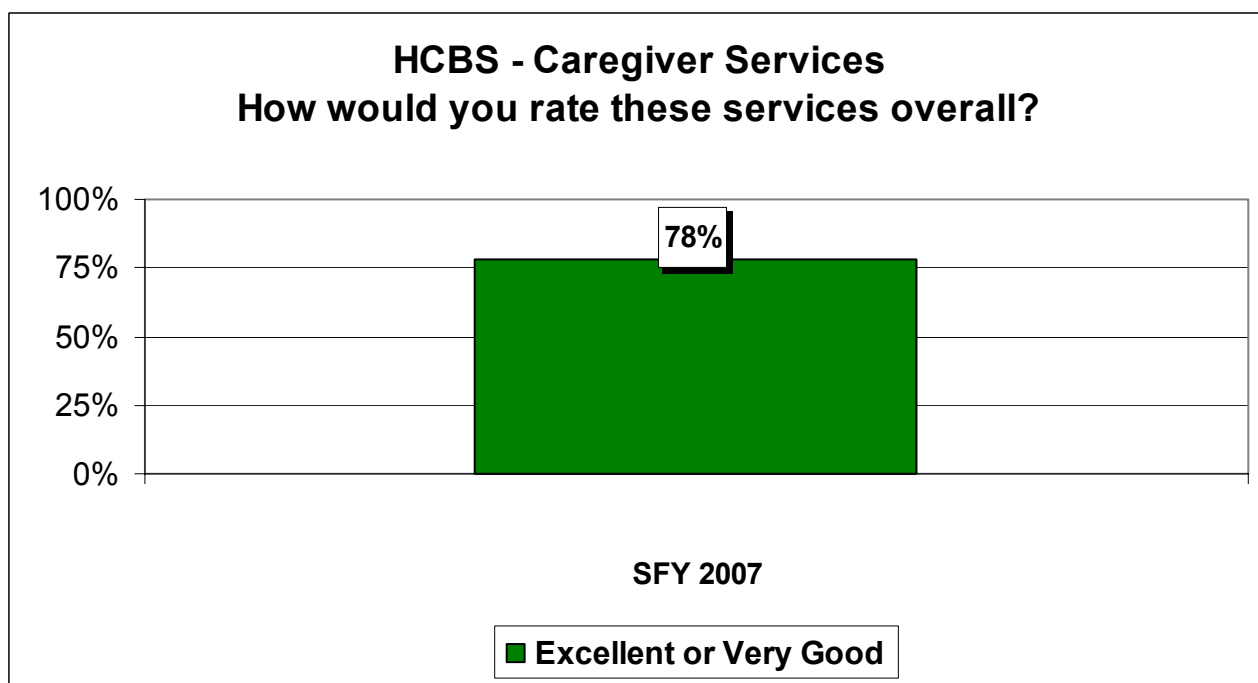
Provision of assistance to individuals unable to perform one or more of the following Instrumental Activities of Daily Living (IADLS): meal preparation, shopping for personal items/groceries, managing money/bill paying, using the telephone, light housework.



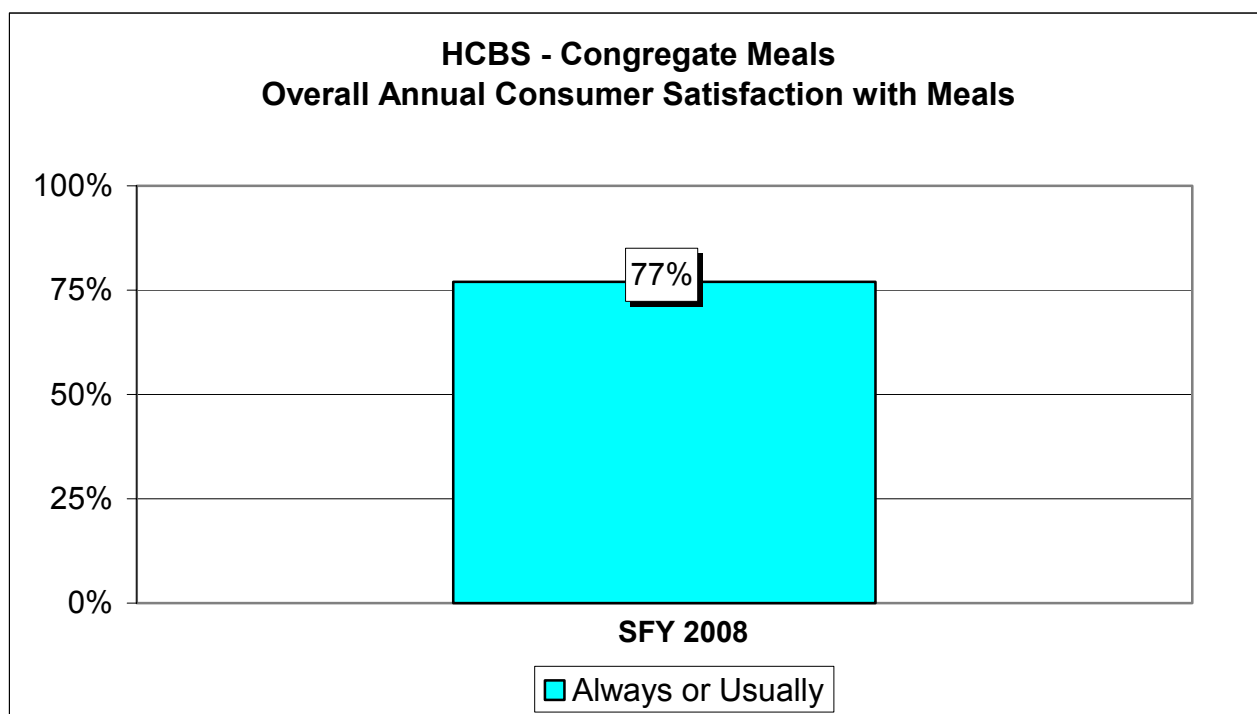
Provision of a meal to a qualified individual in his/her place of residence. The meal is served in a program administered by SUAs and/or AAAs and meets all of the requirements of the Older Americans Act and State/Local laws.



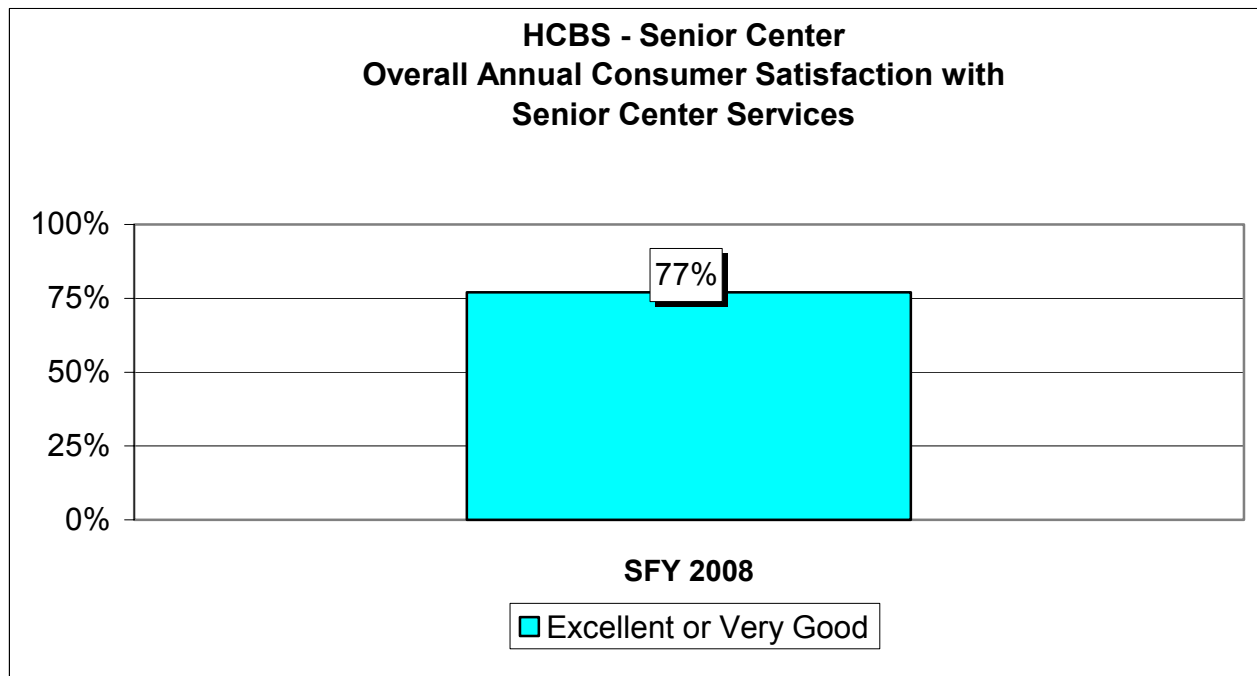
Provision of case management services such as needs assessment, development of care plans, coordination of services available in the community, follow-up, and reassessment.



Provision of services on behalf of Caregivers and Care Receivers to support continued independence and well-being. These services may include Homemaker, Personal Care, In-Home and Out-of-Home Respite, Adult Day Care, Case Management, Counseling, Home Modification or Repair, and Material Aide.



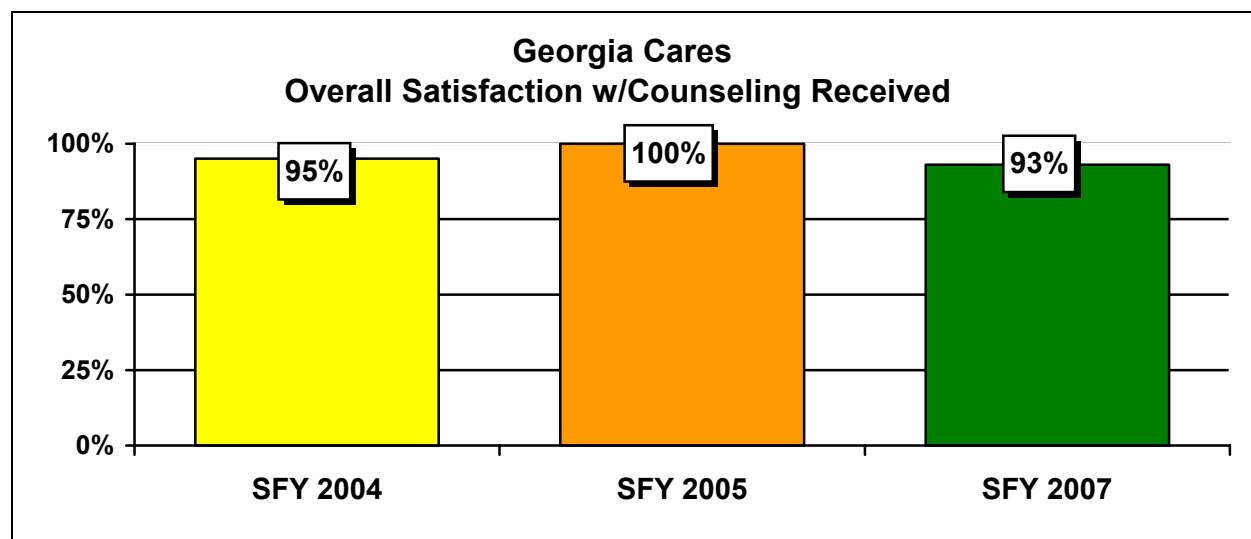
Congregate meals are meals provided to a qualified individual in a congregate or group setting. The meal as served meets all requirements of the Older Americans Act and State/Local laws.



In addition to the nutritious noon meal, senior centers provide of activities which promote socialization, health, wellness, nutrition, disease prevention and risk management, mobility, and flexibility, including specialized exercise/workouts for persons with disabilities or mobility limitations in a group setting.

## **Access to Services**

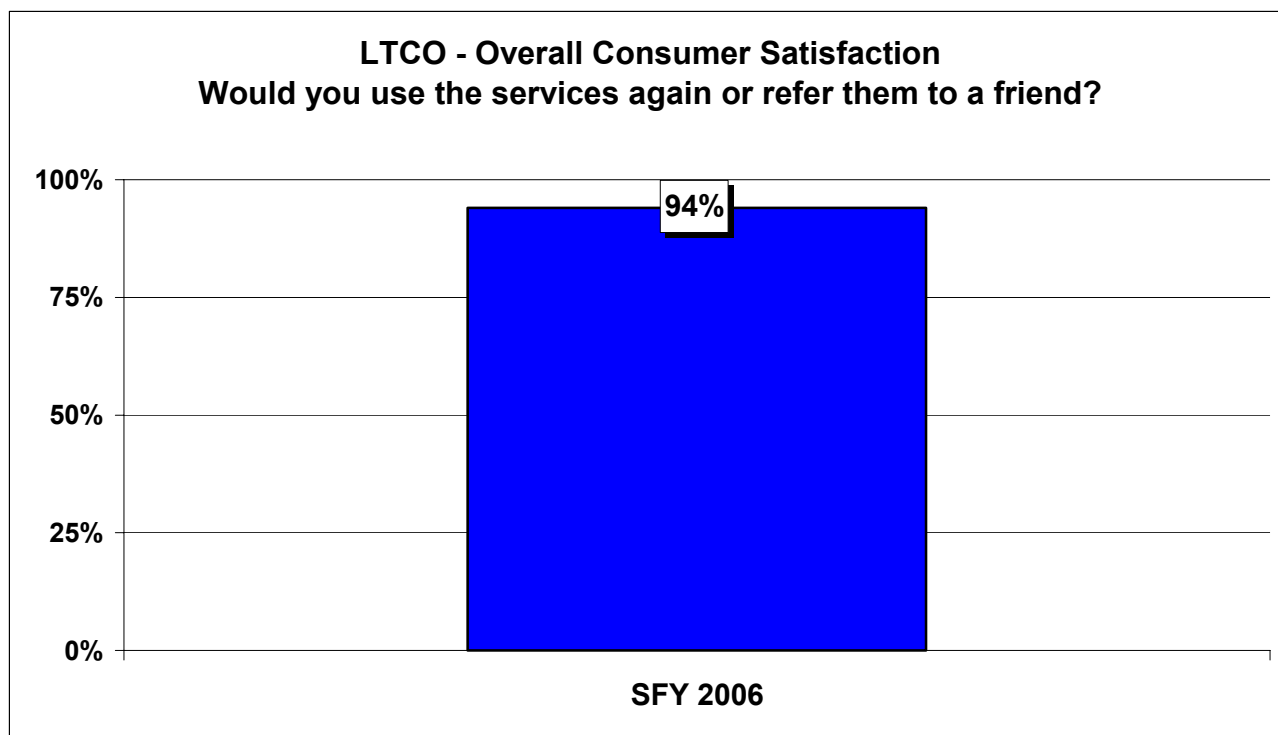
The Access to Services Programs coordinate with other elder rights programs statewide to help older Georgians understand and exercise their rights, exercise choice through informed decision-making, benefit from support and opportunities promised by law, maintain autonomy consistent with capacity, and resolve grievances and disputes through appropriate representation and assistance.



Provision of information to individuals regarding their eligibility for benefits and providing one-on-one assistance with pursuing claims or benefits and advocacy on behalf of the beneficiary.

## **Long Term Care Ombudsman**

Ombudsman services include resolving residents' rights and care issues; resolving quality of life issues; providing education and assistance about long-term care issues, public benefits and resident rights; identifying long-term care issues; sponsoring training events for certified nursing assistants; and advocating for needed change.



Provision of services that protect and improve the quality of care and quality of life for residents of long-term care facilities through advocacy for and on behalf of residents and through the promotion of community involvement in long-term care facilities.

**Adult Protective Services Central Intake Unit**

The Adult Protective Services (APS) program is mandated under the Disabled Adults and Elder Persons Protection Act to address situations of domestic abuse, neglect or exploitation of disabled persons over the age of 18, or elders over the age of 65 who are not residents of long term care facilities. The APS Program receives reports of abuse, neglect and/or exploitation through its Centralized Intake Unit. Six agents handle calls through a statewide toll-free number to determine if the referrals meet the criteria for APS to investigate a case. If the criteria are not met, referrals are made to community resources including those in the aging network.

